

A photograph showing a man and a woman from behind, looking at a laptop screen together. They appear to be in a bright, modern office or cafeteria setting with large windows in the background.

SafetyCulture

Frontline User Training Guide

Getting started with SafetyCulture and perform
inspections from the mobile application

Overview of SafetyCulture

Mobile app

Inspection app for your teams

The SafetyCulture mobile application allows inspections to be carried out online or offline - you don't need to walk around carrying a huge pile of papers, notepad and pen anymore!

Corrective actions

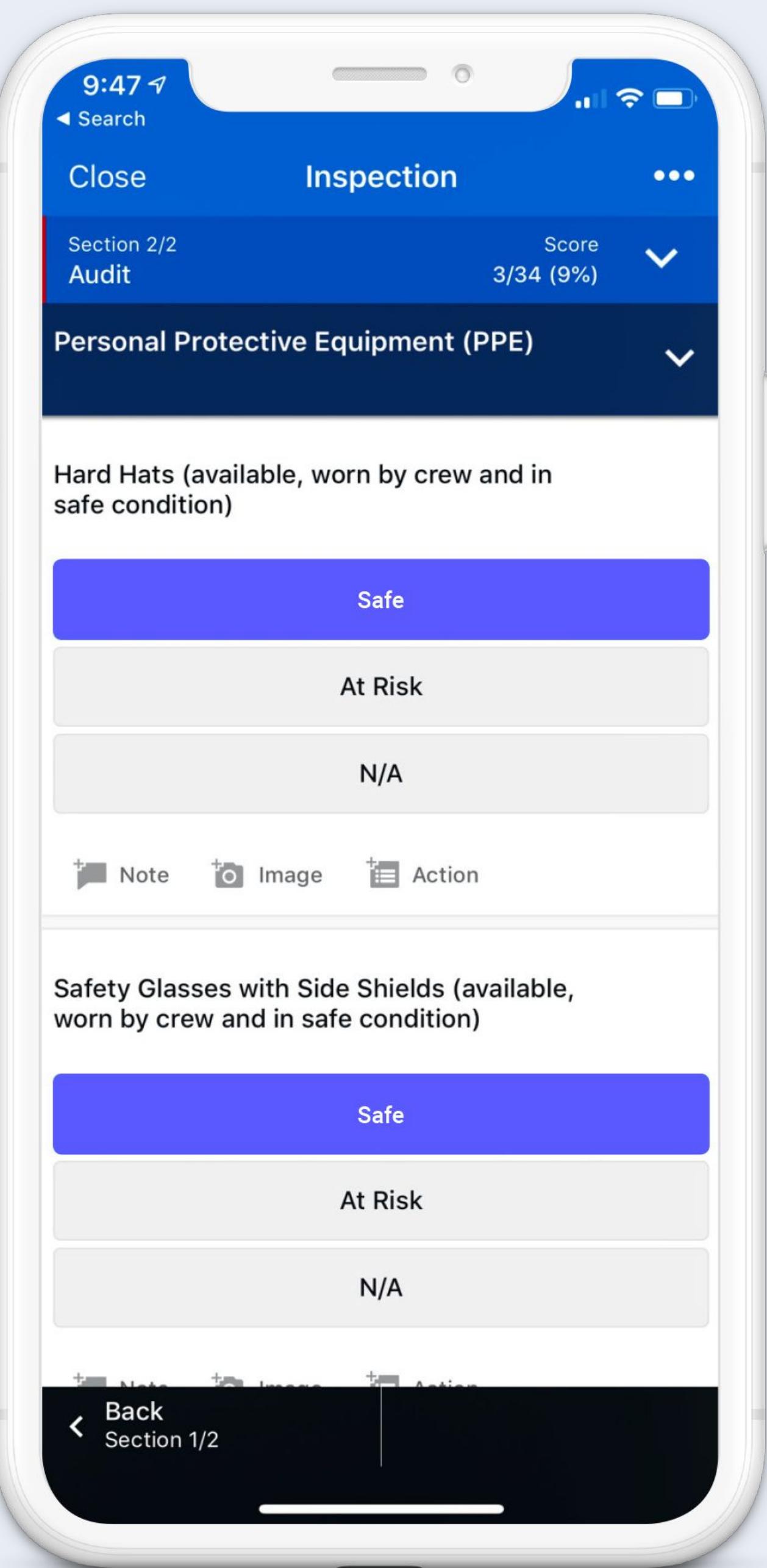
Fix the little problems before they become big ones.

Create corrective actions while completing an inspection. Send notifications, issue reminders and monitor task completion.

Schedule your inspections

More inspections completed on time

Inspections can be scheduled on the Web platform and will pull through directly onto the app, so that users know what to do and when.



50 000

inspections conducted every day

Seven hours

saved on average per inspection process

Reports produced **five times** faster

93%

of customers say that SafetyCulture has had a positive effect on their team

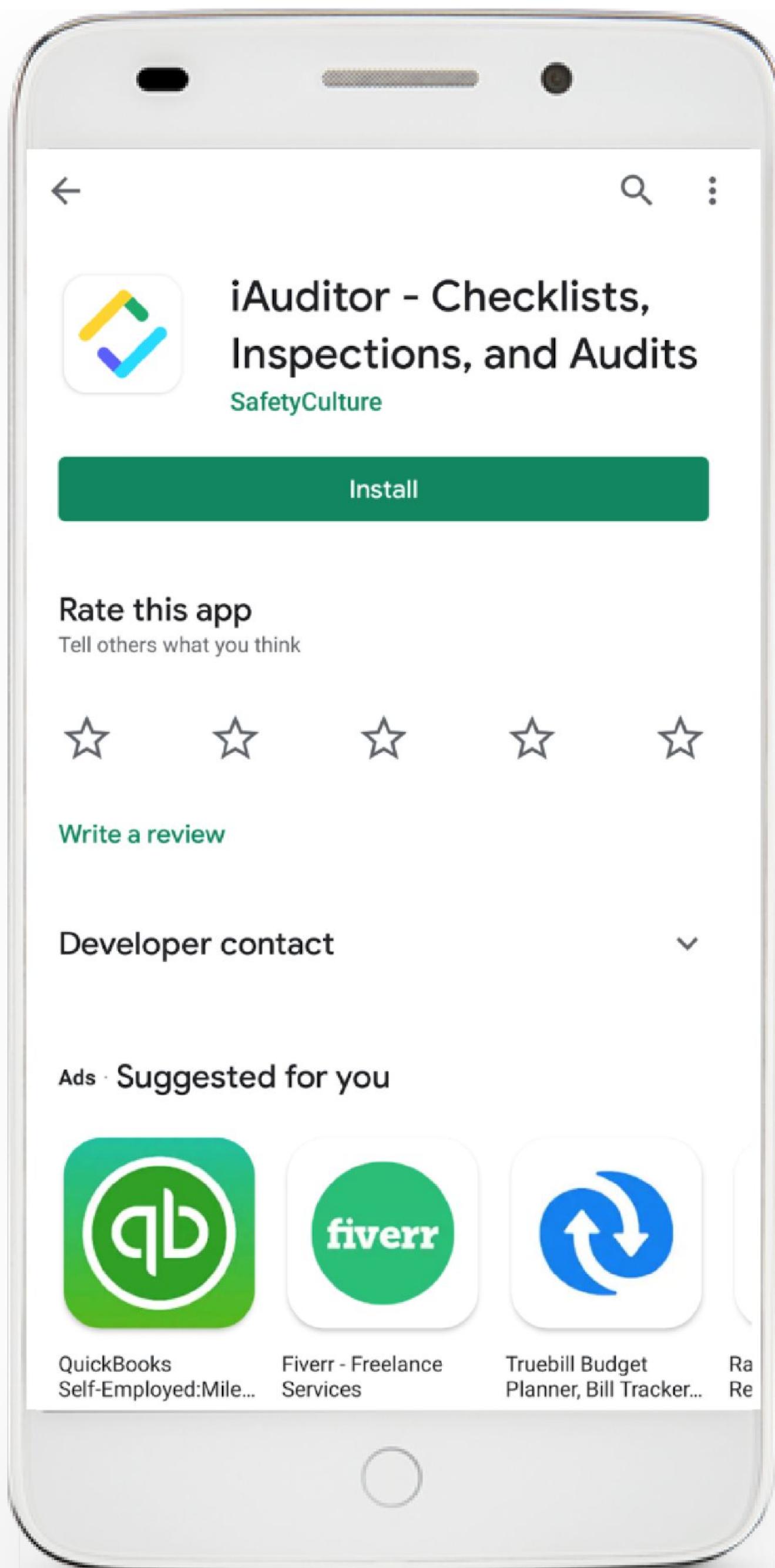
83%

of customers say that their problems are solved faster thanks to SafetyCulture

Downloading SafetyCulture

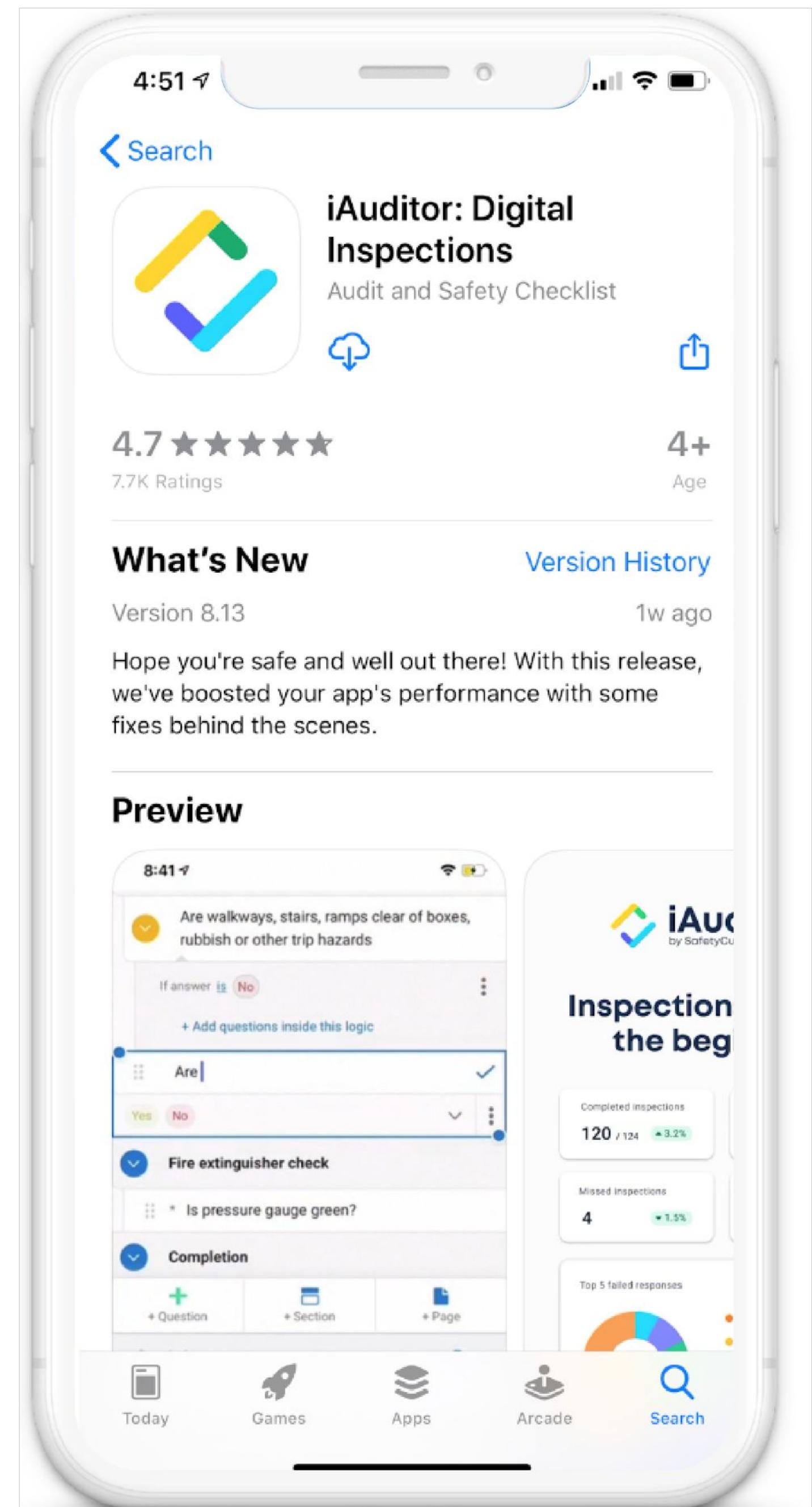
Downloading SafetyCulture on an Android Device:

- Open the Google Play Store
- Search for SafetyCulture
- Press 'Install'
- Press 'Open'

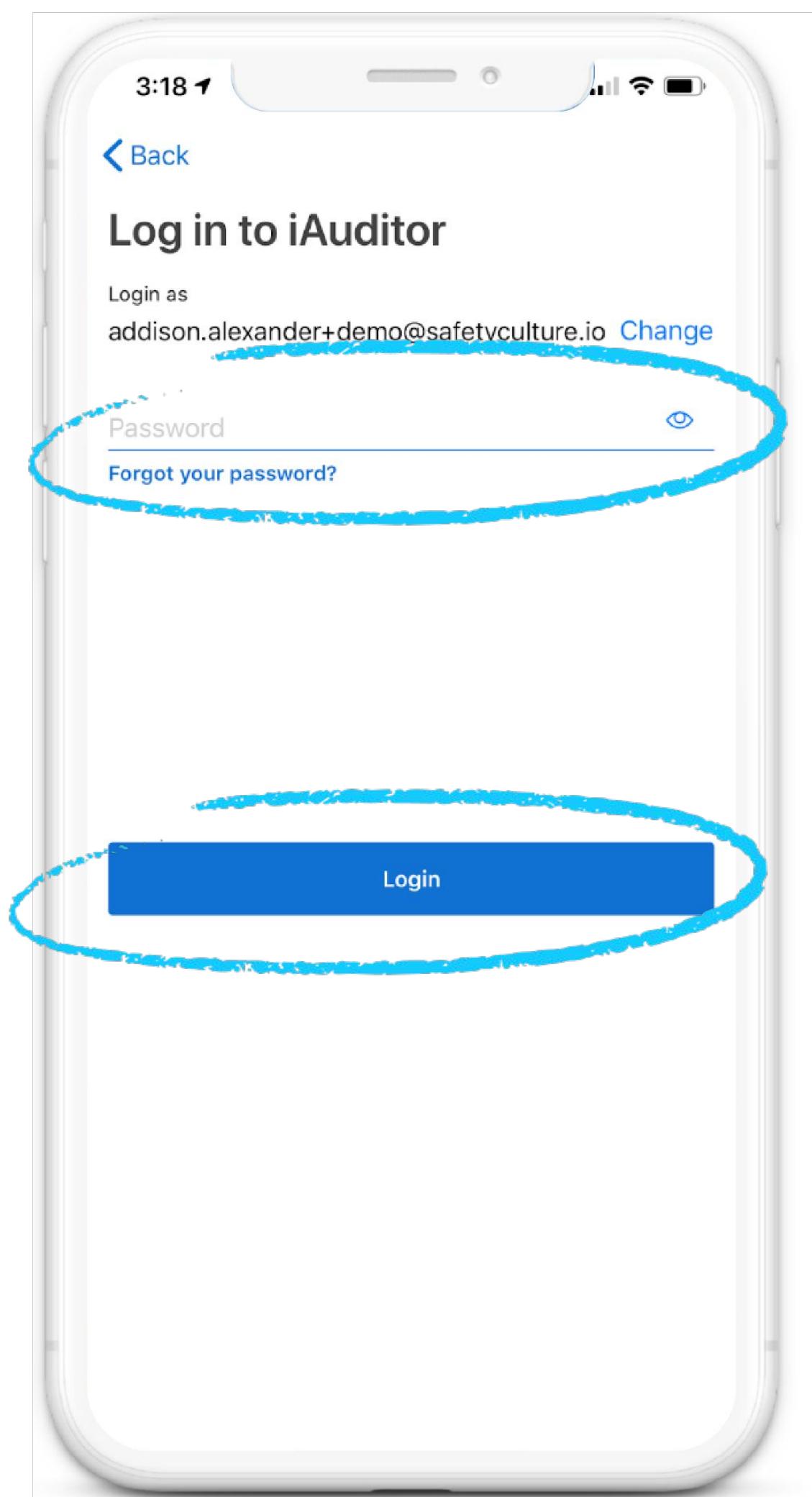
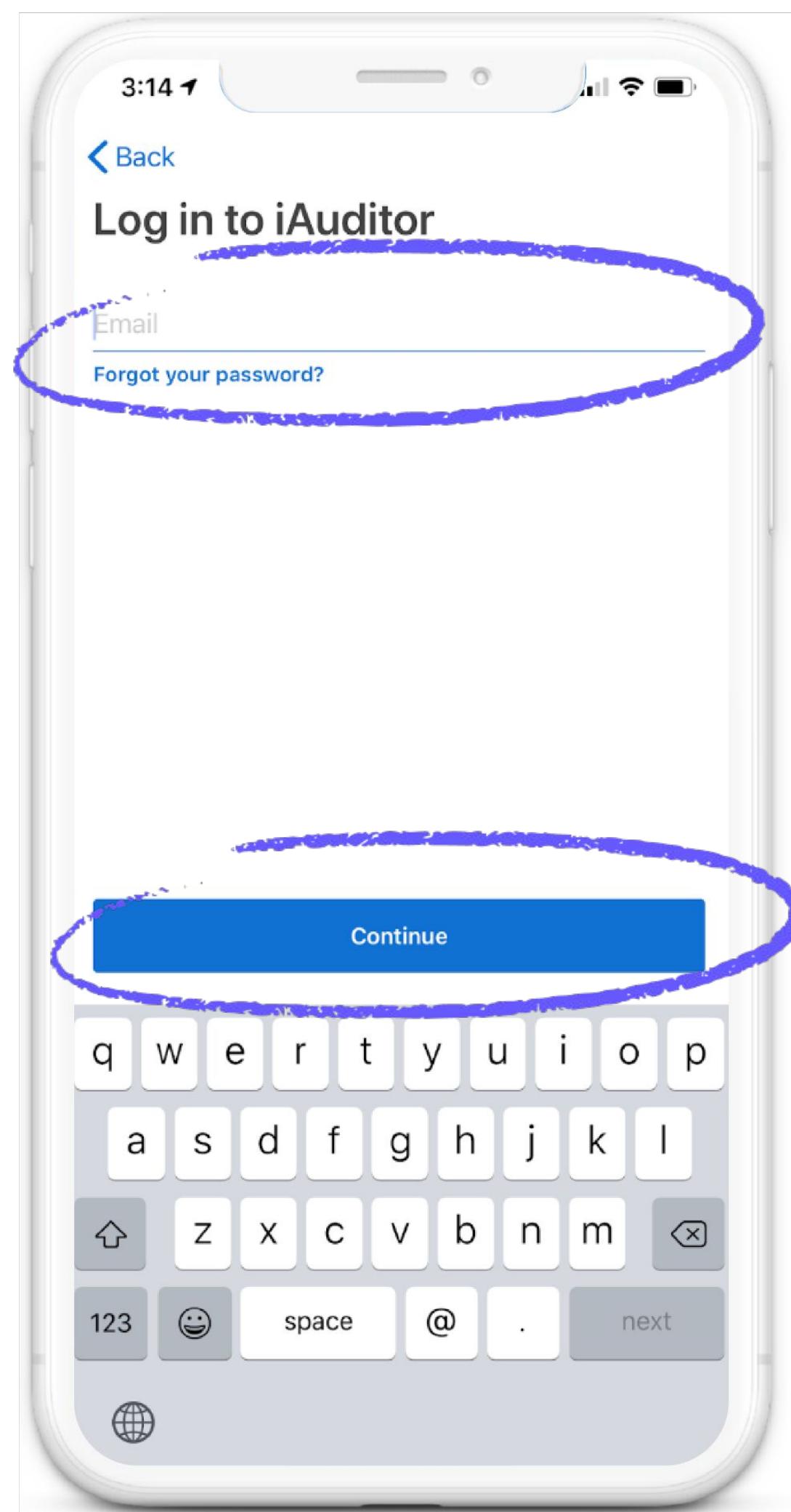
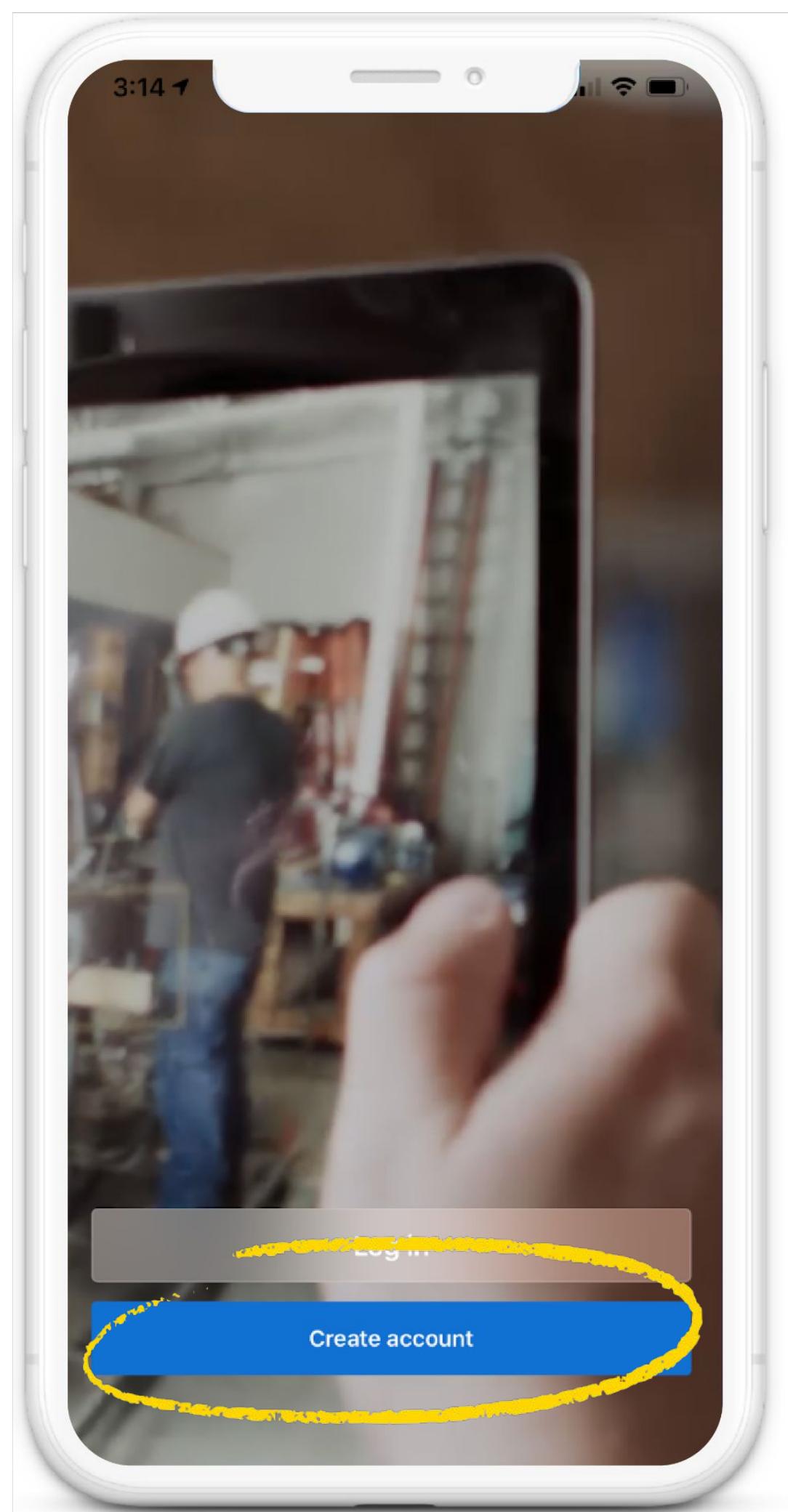


Downloading SafetyCulture on an iOS Device:

- Open the App Store
- Search for SafetyCulture
- Press 'Install'
- Press 'Open'



Logging into SafetyCulture



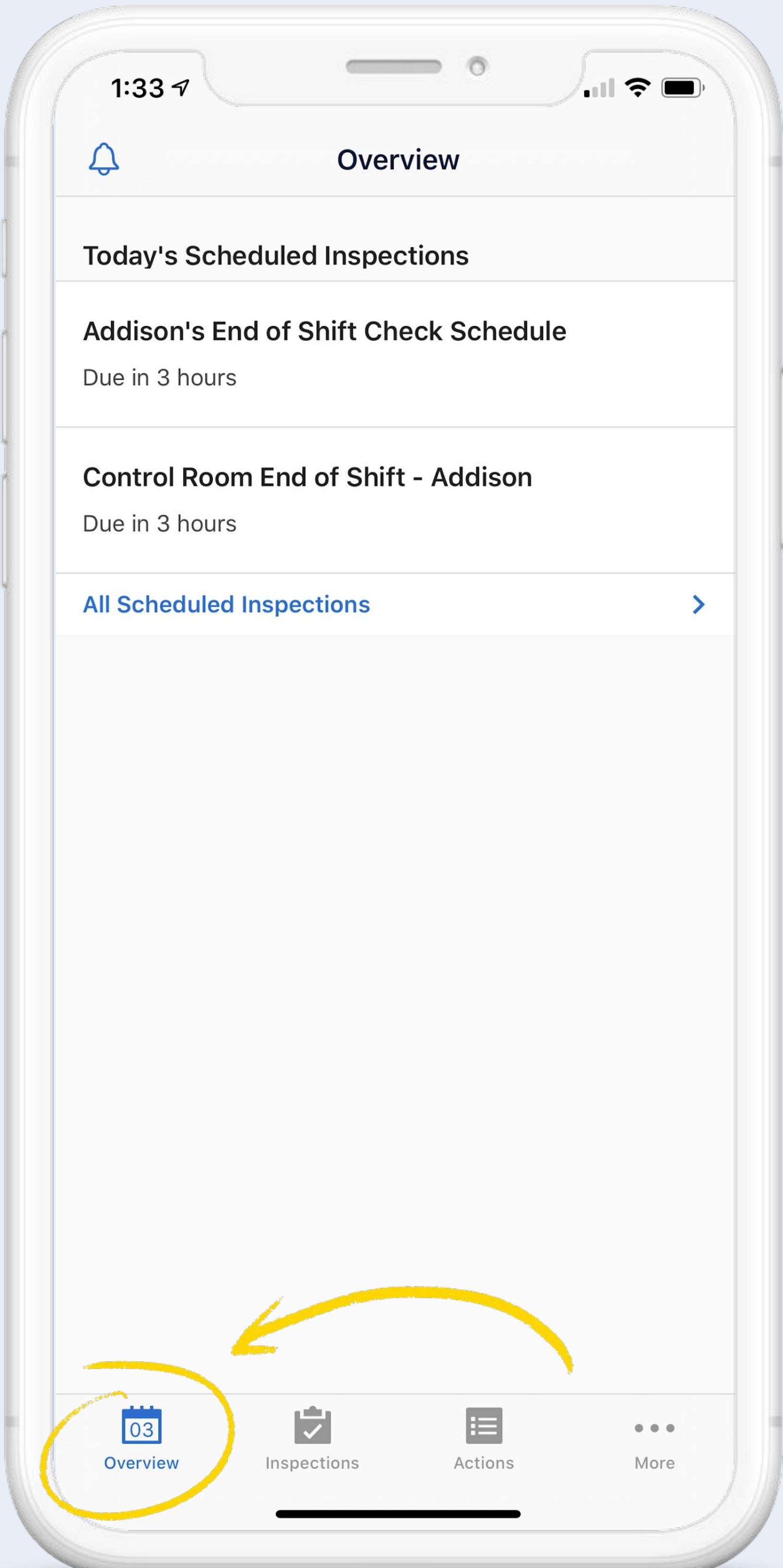
- Open the SafetyCulture app
- Press 'Log in'

- Enter the email address for your SafetyCulture account
- Press 'Continue'

- Enter your password
- Press 'Login'

Please note: You may have received an email in your inbox asking you to set a password for your SafetyCulture account, or your administration team may have set a temporary password on your behalf. If you don't know your password, use the "Forgot Password" option or contact your SafetyCulture administrator for assistance.

Home



One of the main functions of SafetyCulture is that it can be used for everything from following a pre-service checklist for a fleet vehicle to ensuring your team is prepared with the latest safety updates at your facility.

You can run inspections with or without an internet connection with our Apple or Android apps or online via the web platform.

An overview of your day

When you log in to SafetyCulture, you are taken to the overview, which houses any [Heads Up messages](#), notifications and [scheduled inspections](#).

With SafetyCulture, automated reminders for frequent inspection tasks allow team members to start and complete these tasks on time.

To start a scheduled inspection, simply click on the inspection in your overview list.

Inspections

Templates

SafetyCulture templates are digital versions of the forms, checklists, inspections and audits you previously completed on paper.

The Template tab lists all the templates you are allowed to complete, whether it is a template you created or one shared by a teammate.

You can perform inspections offline and re-sync them when you find a connection.

To start an inspection, click on an inspection in the template list.

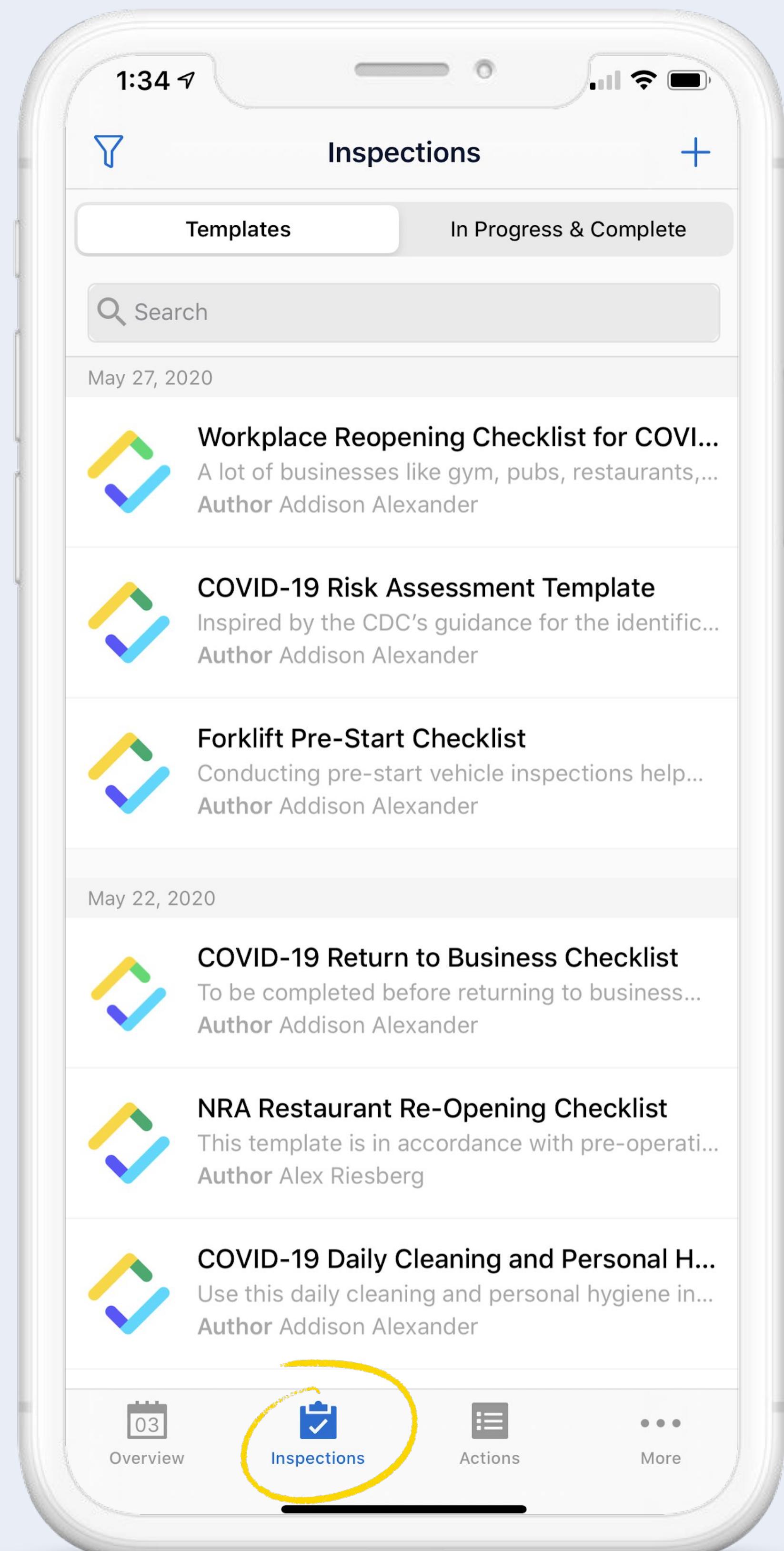
In Progress & Complete

The In Progress & Completed tab lists inspections that you have already started or completed.

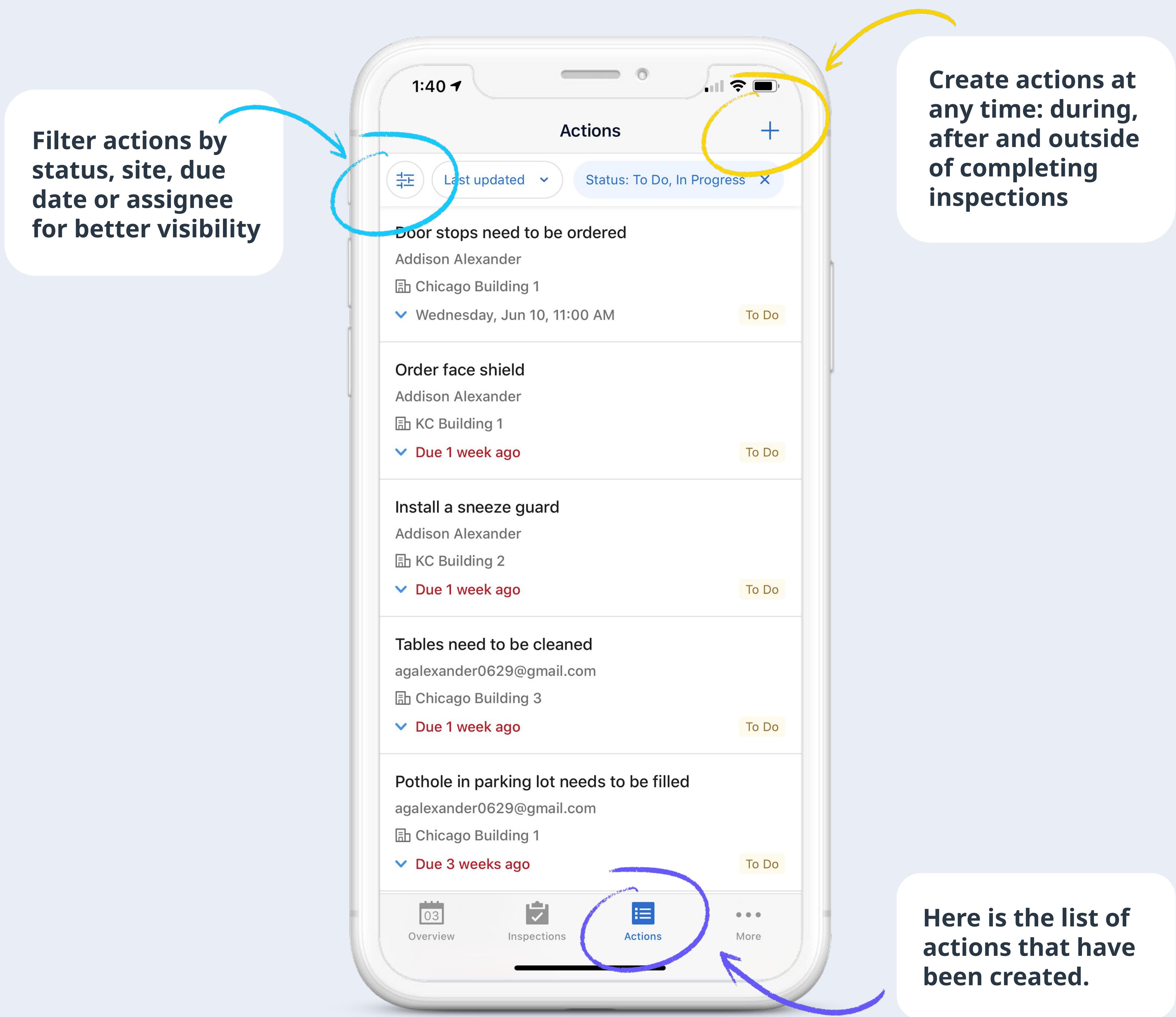
If you start an inspection and do not complete it, it will be recorded as an "in progress" inspection.

To pick up where you left off, select the incomplete inspection from the list and choose "Continue inspection".

To view the inspections already completed, click on the inspection in the list and select "View and download report".



Actions



Transform issues you find into actions you can resolve

Be the eyes and ears on the ground for your business by turning any issues or non-conformities you find into corrective actions. Each action has a trackable timeline and audit trail that resembles a conversation, where you can discuss, collaborate and add photos to keep everyone on the same page.

The Action screen allows you to see a record of each sighting. You can sort by person, site or status to see only what is important at any given time.

Plus

Live chat

Any questions? Can't find something? Contact our Support team using the Live Chat feature in our mobile application to get real-time assistance from our experts!

Settings

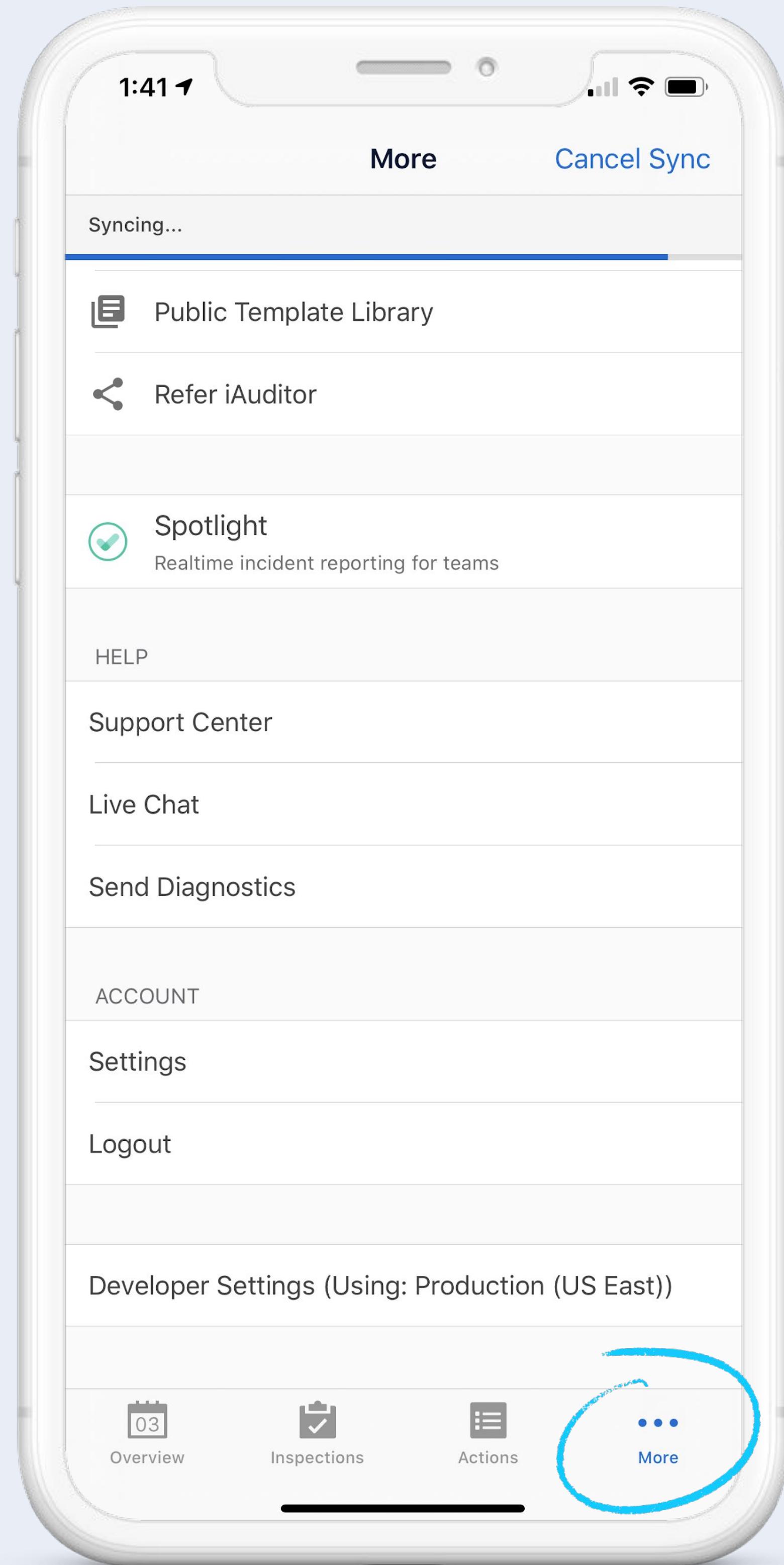
Photo settings

Do you want to automatically save all photos on your camera? Do you want photos to be automatically time-stamped? Change the settings by going to Settings, then scroll down to the Photo Options section

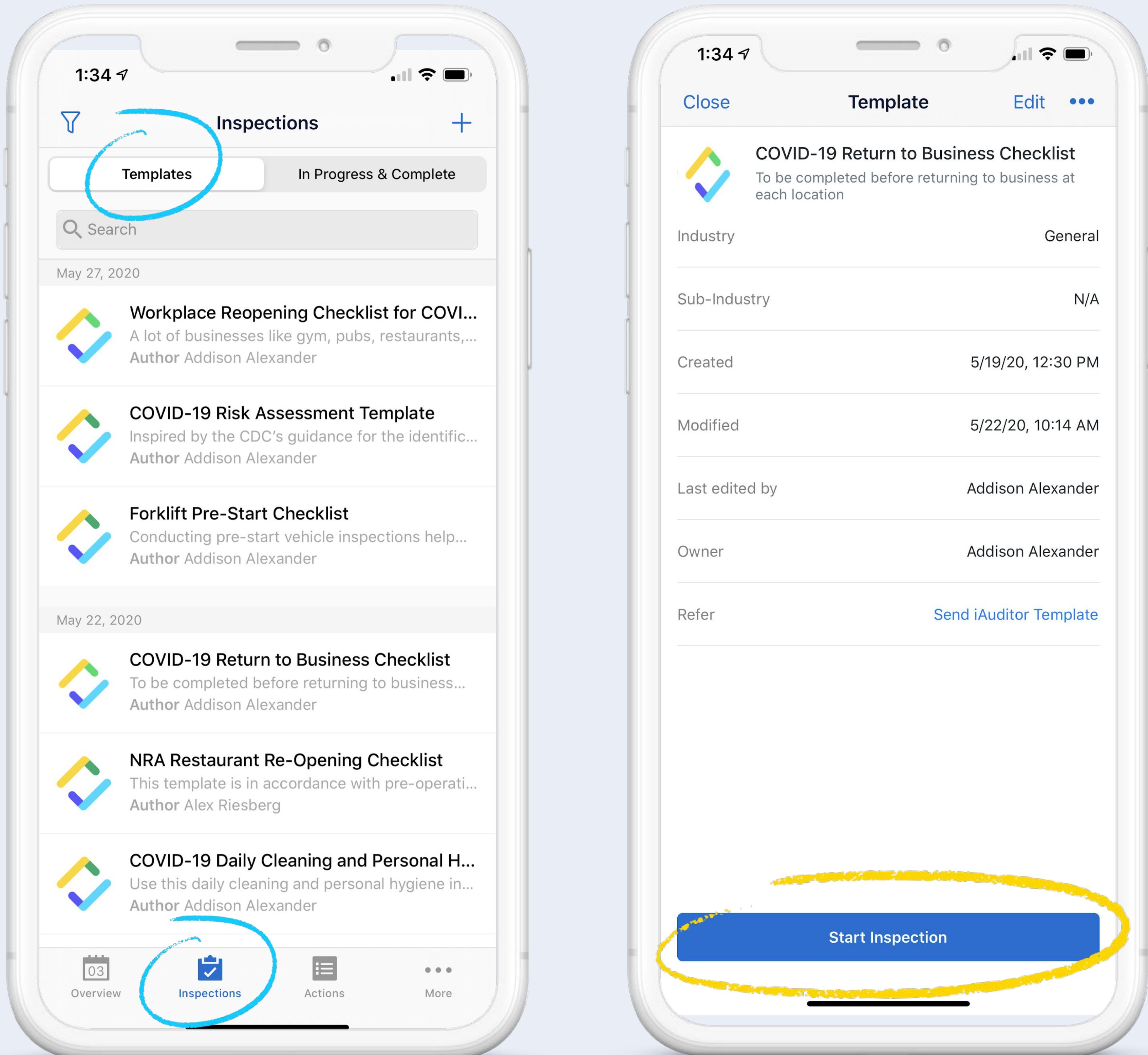
Notification settings

It is important to keep up to date with the latest information and receive reminders of tasks to be completed, so that you are always on top of things. With SafetyCulture, you can receive notifications for inspection responses, action assignments and updates, incident reports (beta) and updates, and reminders of scheduled inspections.

To change the notification settings, go to Settings, then scroll to the Notification section.



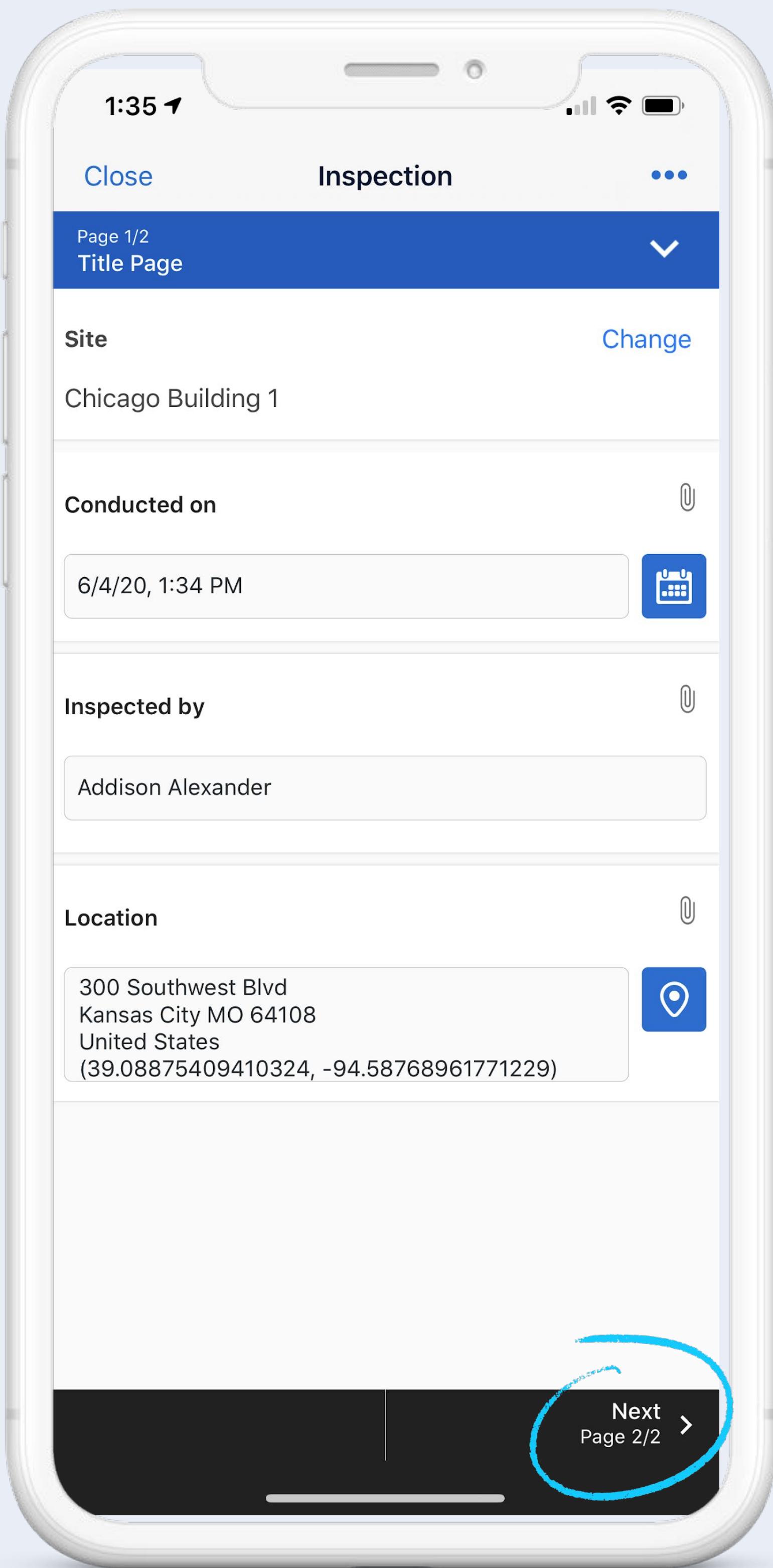
Conducting an inspection



1. Click on the “Inspections” option at the bottom of the page
2. Choose “Templates” at the top of the page
3. Press the type of inspection that you want to conduct

4. Press the “Start inspection” button

Conducting an inspection

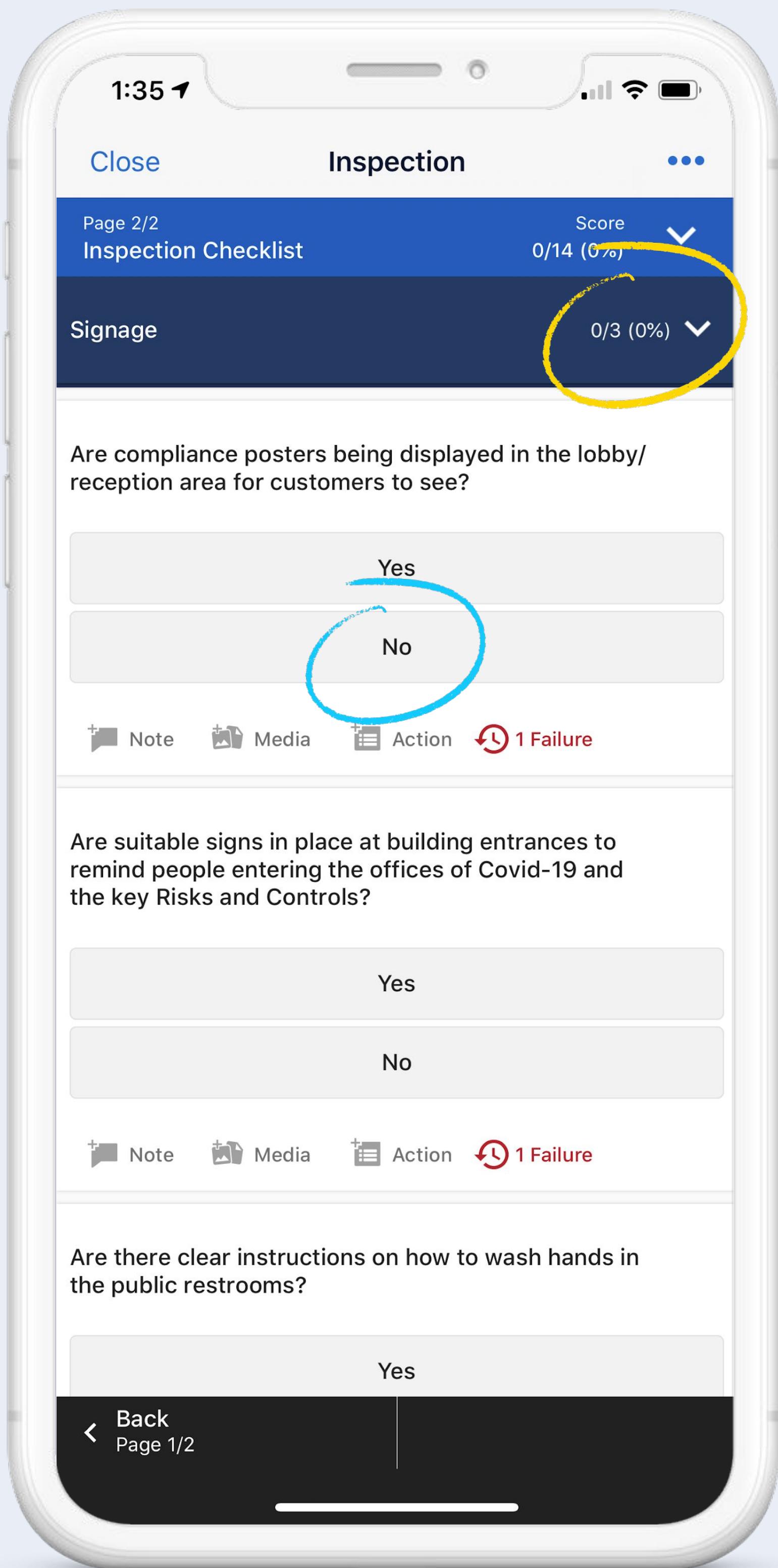


The title page is the first step in conducting an inspection with SafetyCulture. It usually indicates the who/what/when/where of the inspection.

Many fields, such as "Conducted on" and "Inspected by", will automatically default to the start date of the inspection and the name of the logged in user respectively. The location will be automatically filled in GPS coordinates, as long as location services are enabled on the device.

Select "Next" in the bottom-right corner of the screen to move on.

Conducting an inspection



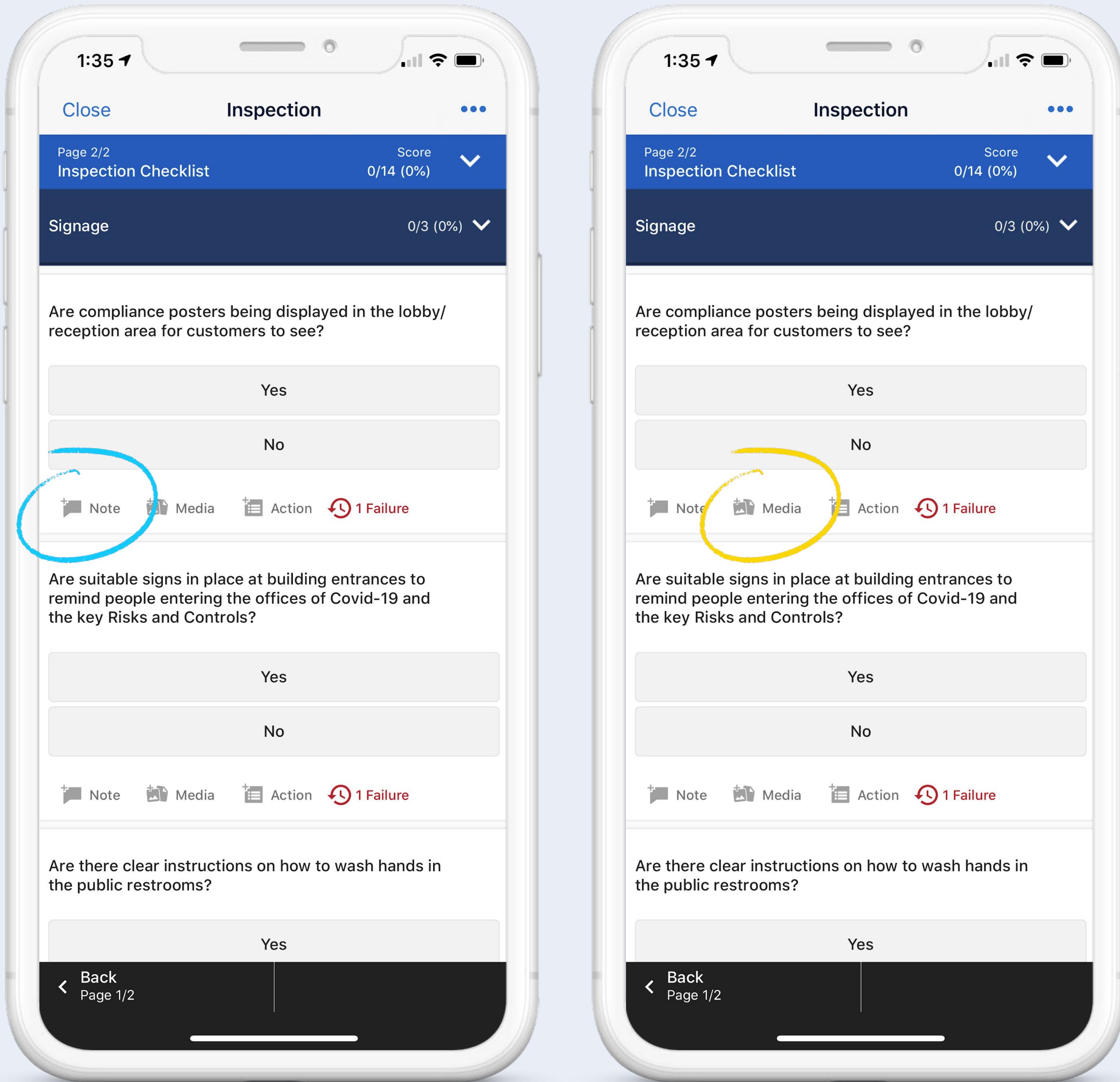
The inspection questions appear on the next page, usually divided into separate sections, indicated by headers.

Inspections can be scored automatically, based on how the template was built, to facilitate the monitoring and tracking of performance over time. Scores are accumulated separately by section and added together to give an overall percentage score for the whole inspection.

From here, each question will ask for specific answers, for example, Yes or No. These are customisable by your organisation, to best suit your particular audit or process.

Press the correct response and then proceed to the next question.

Conducting an inspection



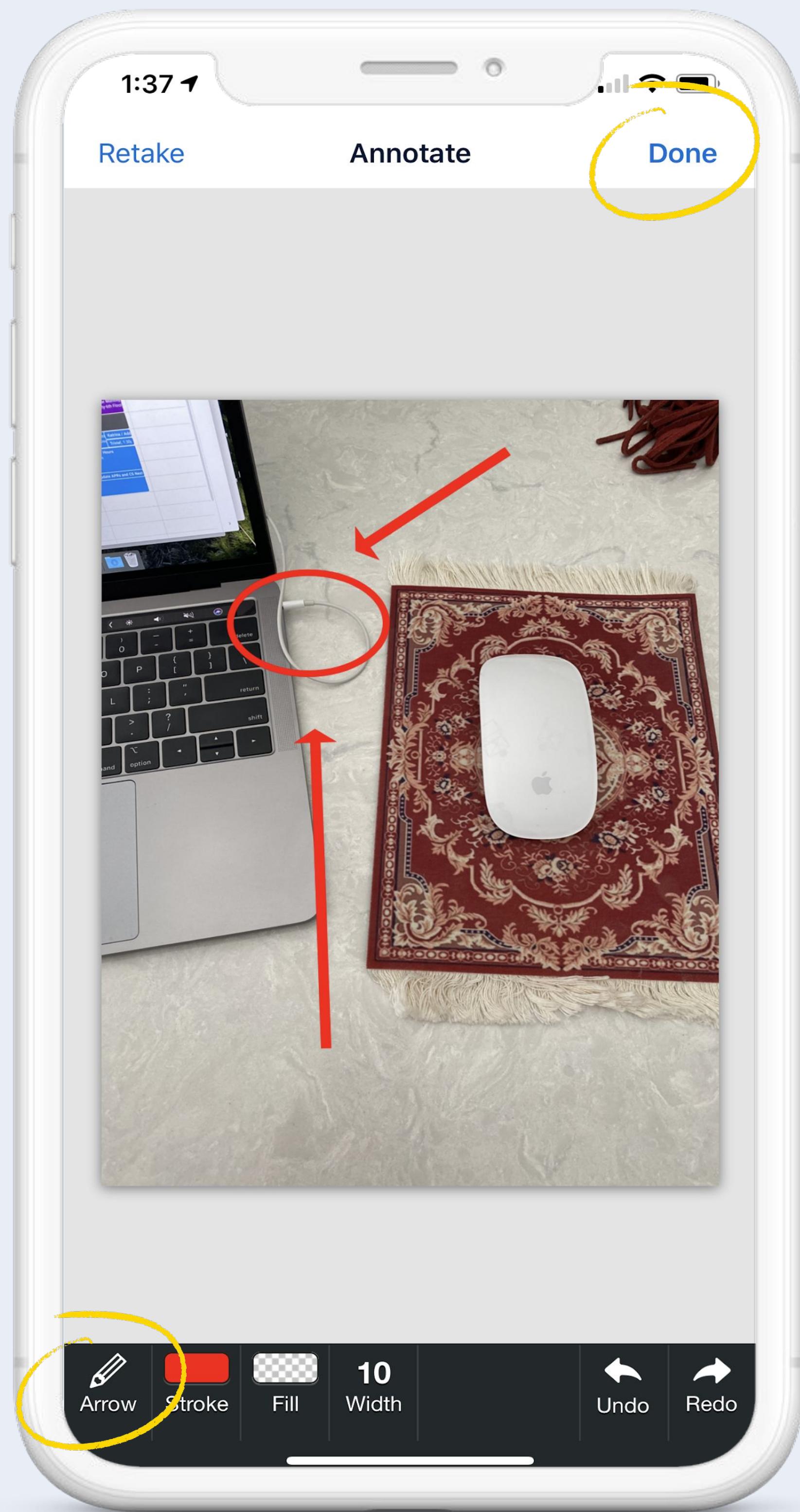
Adding comments or media to a question

Under every question in your inspection, you can choose to add a note or media like a photo or video to give more context to an answer.

When adding a note, you can either type comments using your keyboard or dictate your comments using the dictation tool on your phone or tablet.

When adding media, take a photo or a video (up to 3 minutes long) with the built-in camera or upload a photo, video or PDF from your gallery, camera roll or files.

Conducting an inspection



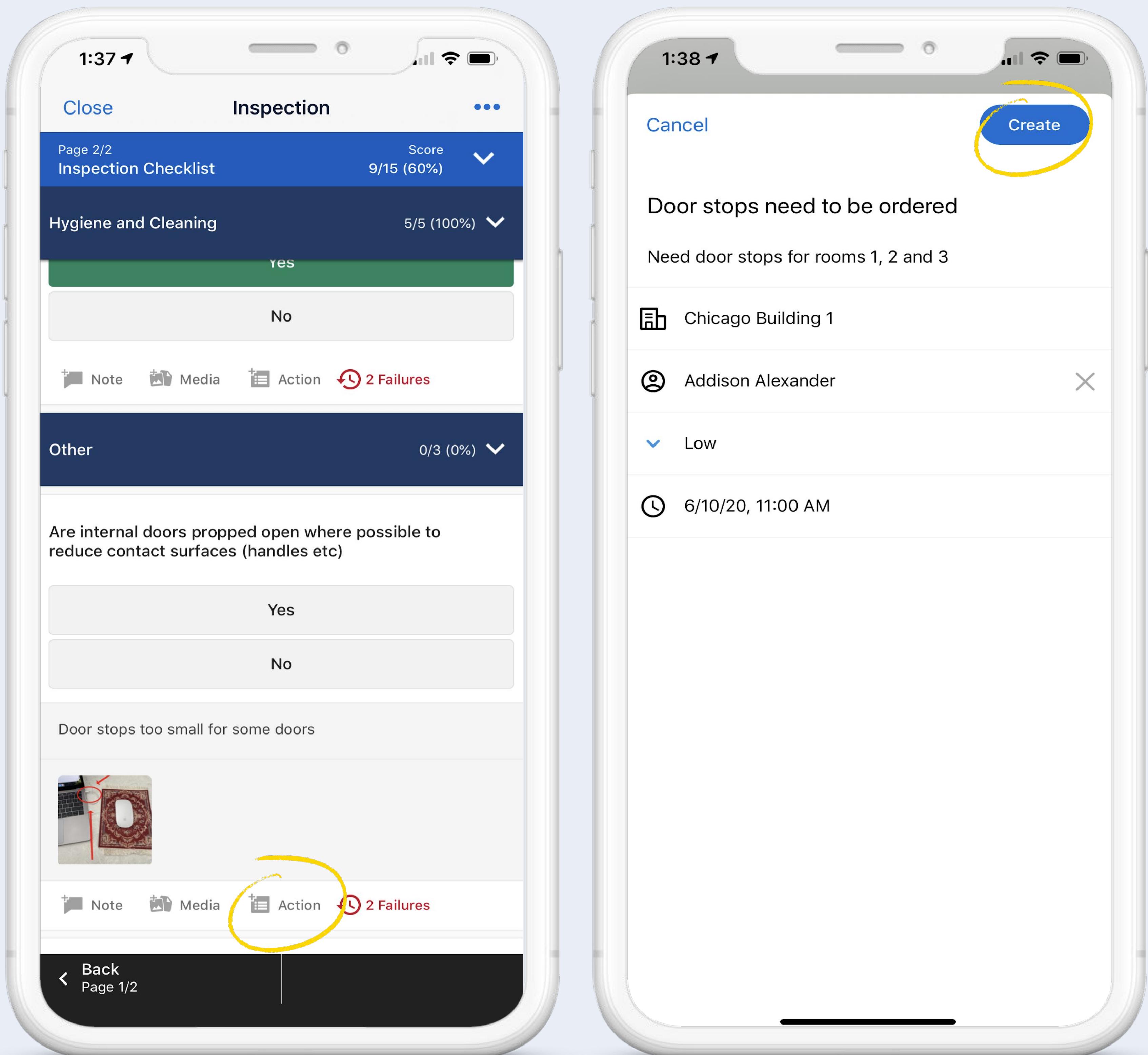
Annotate photos

When adding a photo to a question, you can add annotations to give more context or highlight key areas of a picture.

Select the 'Pen' button at the bottom-left to choose from annotation types such as Pen, Rectangle, Line, Arrow or Text. You can use the 'Undo' and 'Redo' options if you need to remove any mistakes.

Once you have added your annotations, select 'Done' to save your changes.

Conducting an inspection



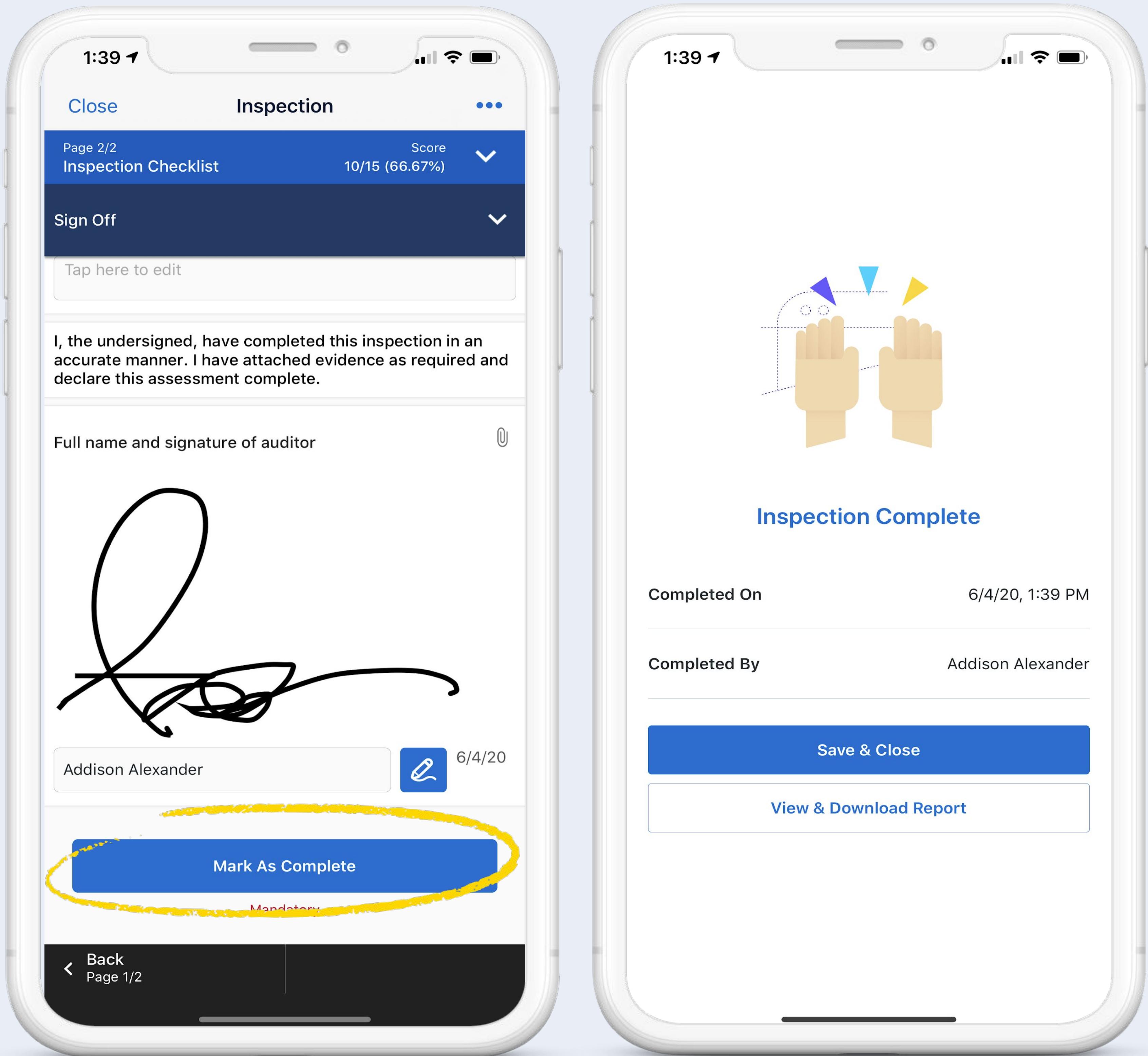
Create actions in inspections

Is something missing, broken, out of place or needs doing? Select "Action" to create a to-do item and assign it to a colleague or teammate.

When creating an action, specify the title and description, the criticality of the issue, choose an assignee for the action and set a due date.

Select 'Create' to create the action and send a real-time notification to the assignee.

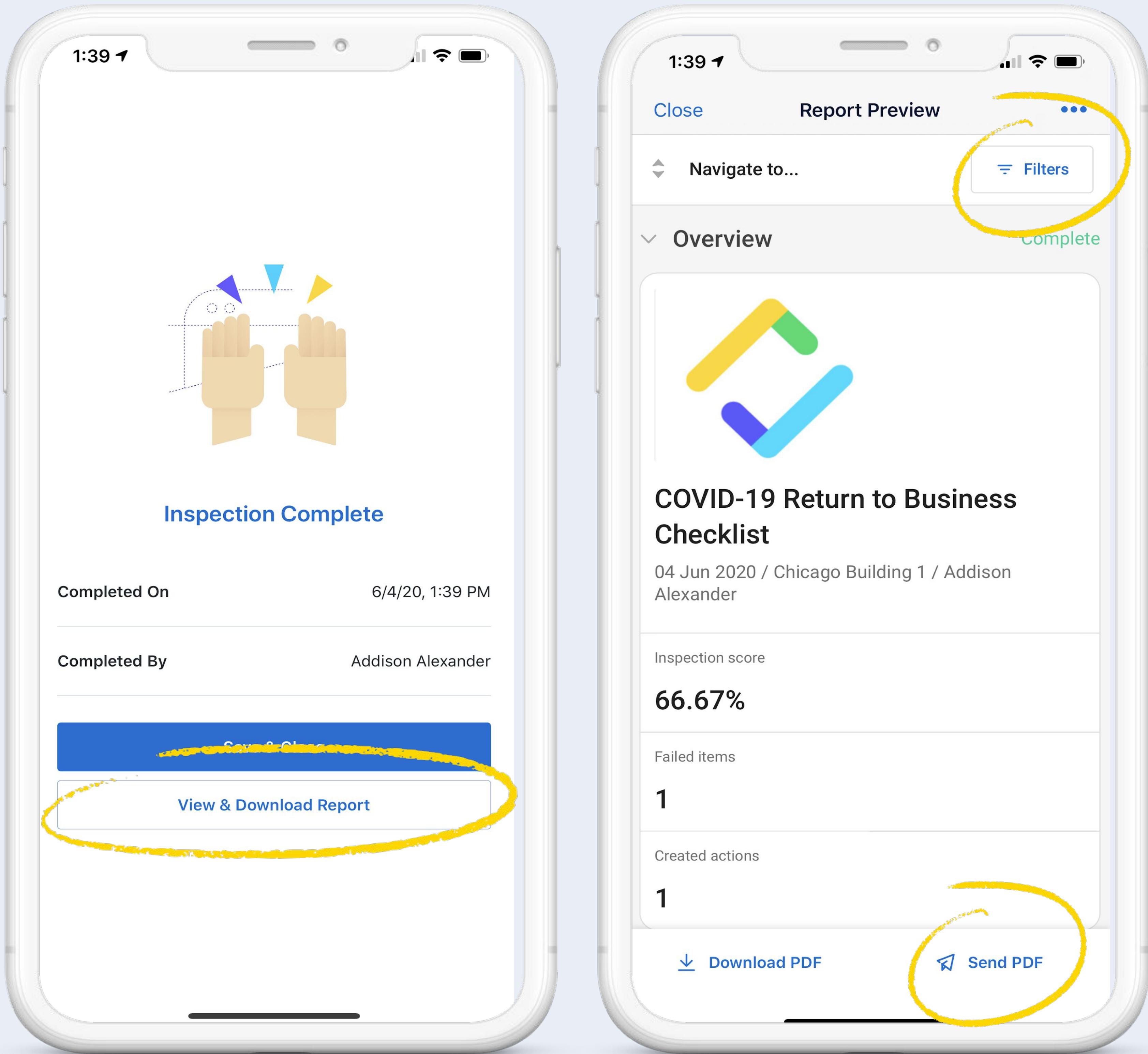
Conducting an inspection



At the end of the inspection, you may be asked to sign. Select the pen icon to sign with your finger.

Select "Mark as complete" when the inspection is finished. If you have answered all the mandatory questions, you will be transferred to the "Inspection complete" page!

Conducting an inspection

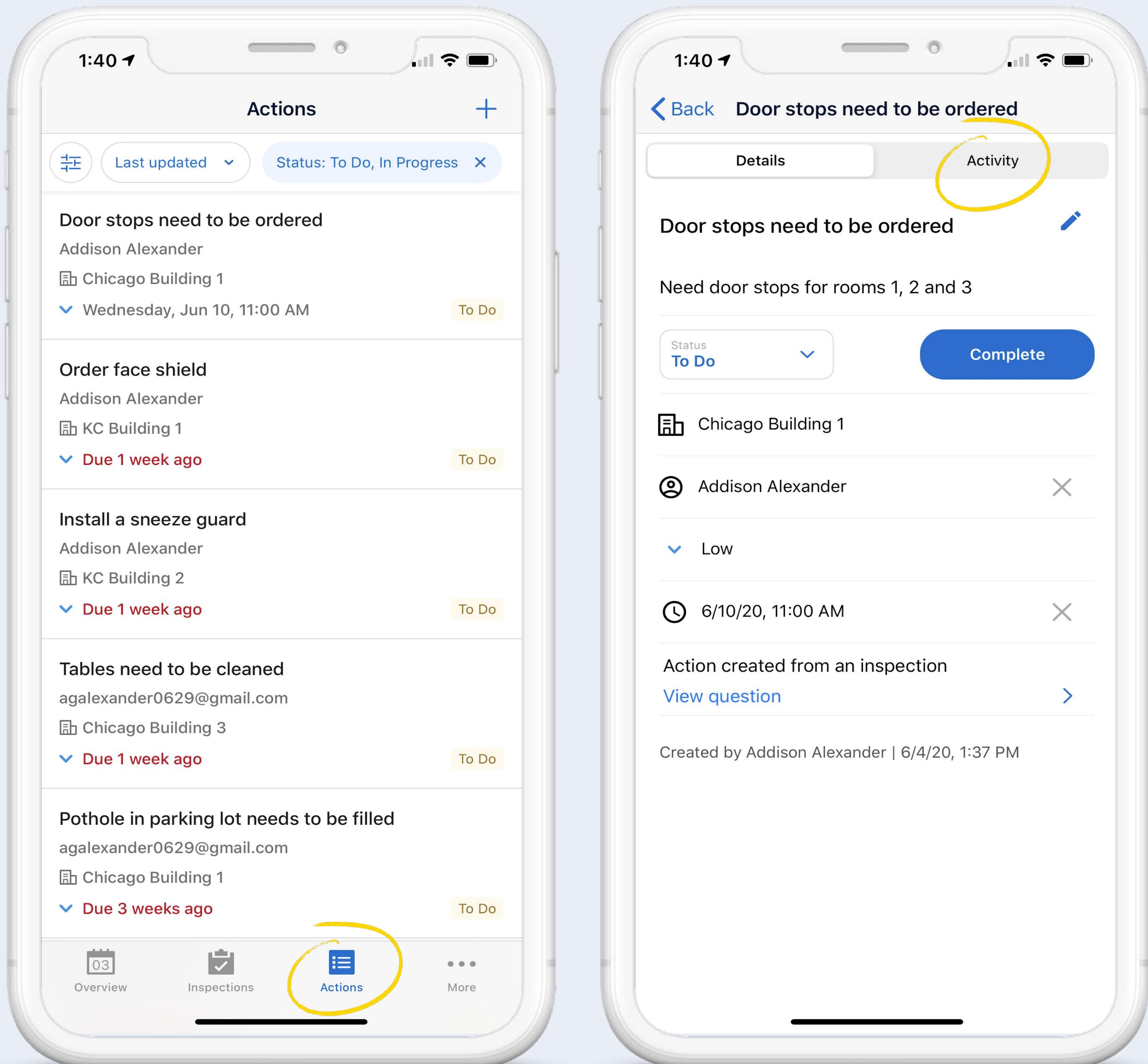


Is your inspection complete? Select "Save and close".

Want to send a PDF version of your inspection to a teammate? Select "View and download report".

When reviewing the report, use the "Filters" at the top-right to choose the report layout used in the PDF, allowing you to control what level of detail is available to see. To send an email, select "Send PDF" at the bottom right.

Resolving actions



Need to review or update an action, or communicate with a teammate about one? By pressing the Actions tab at the bottom of the screen, you will be taken to a list of all the tasks you need to do or have access to.

Select an action to view more details.

Use the Activity tab to communicate back and forth between the creator and the recipient of the action, for example by sending photos.

SafetyCulture

Additional resources

- Join us for our bootcamps and training webinars at: <https://safetyculture.com/events-and-webinars/>
- Access the SafetyCulture Knowledgebase here (Google for all things SafetyCulture): <https://support.safetyculture.com/iauditor-kb/>
- Are you a visual learner? Check out our two-minute tutorial videos and our YouTube channel: <https://fast.wistia.net/embed/channel/z96aix0lah> <https://www.youtube.com/channel/UCX7nvIis1gTrwxPubhHN-VA>

SafetyCulture Support

Our Support team are available to help you 24 hours a day, Monday-Friday, with limited support over the weekend.

Start a live chat with our team in-app or via our website : www.safetyculture.com

Call us at: [+44 161 768 1124](tel:+441617681124)

Email us at: support@safetyculture.com